(b) if so, the reasons therefor; and

(c) what effective steps have so far been taken by Government to improve the services of the Public Sector Banks and to bring it at par with those of Private Sector Banks?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE AND COMPANY AFFAIRS (SHRI ANANT GANGARAM GEETE): (a) No, Sir, Public Sector Banks have about 80% share of banking assets of the country.

(b) Does not arise.

(c) Public Sector Banks have taken various steps to improve the services:—

- Prepared and made available to customers a "Citizen Charter" providing information relating to various services rendered by them.
- Established Customer Service Centres in State Capitals and major cities for speedy redressal of customer grievances within a set time frame.
- Customer Grievance Cells are functioning regularly in all the Banks for resolution of costomers grievances/complaints.
- Banks are making wider use of modern technology to provide more efficient customer service through Electronic Clearance Service and Electronic Fund Transfer.
- Steps have also been taken to cut delay in collection of outstation instruments, issue of duplicate demand drafts, payment of balance in the accounts of deceased customers to survivor/claimants and Banks have also extended their business hours to provide better and uninterrupted customer service.

Opening of Bank accounts

2171. SHRIMATI N. P. DURGA: Will the Minister of FINANCE AND COMPANY AFFAIRS be pleased to state:

(a) whether Government propose to bring rigidity in opening Bank accounts by a customer;

(b) if so, the details thereof; and

(c) what are the reasons for creating data Bank?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE AND COMPANY AFFAIRS (SHRI ANANT GANGARAM GEETE): (a) and (b) Reserve Bank of India (RBI) has reported that banks have been advised from time to time to adhere to the prescribed norms and safeguards while opening accounts and to put in place systems and procedures to help control financial frauds. RBI has instructed banks to be vigilant while opening accounts for new customers. In the light of recent developments, these instructions are being reitereated with a view to safeguarding the banking sector from being unwittingly used for the transfer or deposit of funds derived from criminal activities, (both in respect of deposit and borrowal accounts) or for financing terrorist activities.

Banks are, therefore, being advised by RBI to obtain infromation about a customer such as source of funds, income and assets and nature and extent of the customer's expected use of the products and services of the bank at the time of opening an account to prepare a 'customer profile'. At the same time, banks are required to ensure that there is no harassment of customers and the customer acceptance policy does not become restrictive in nature leading to denial of access to the general public for banking services.

(c) RBI has further reported that due to recent domestic and international developments it has become necessary to have a check on the undesirable financial transactions particularly relating to money laundering and financing of terrorism etc. which may be against the interest of the country. In this background, creation of a mechanism to have a centralized data base which will be processed in the proposed nodal agency in the form of a Financial intelligence Unit (FIU) is under the consideration of the Government.

Scheme for self-employment of NABARD

2172. SHRI H.K. JAVARE GOWDA: will the Minister of FINANCE AND COMPANY AFFAIRS be pleased to state:

(a) whether NABARD had drawn up self-employment scheme for agriculture graduates and unemployed youth in the country; if so, the details thereof;

(b) the number of unemployed Agriculture graduates in Karnataka; and